



Your Community's Telecommunication's Partner and Included Internet Provider

Providing Future-Proof Products and Services
by Hotwire Communications

**New Homebuyer Welcome Guide
2023**

fision 
Powered by Hotwire

Lennar & Fision^x Background

Lennar Homes is committed to ensuring that Homeowners have access to the best internet with:



The Lowest Cost



Fastest Speeds



**Unparalleled
Customer Service**

Lennar and Fision^x by Hotwire Communications have teamed up to bring an exciting advantage of buying a Lennar home by including your Internet service as part of your Homeowners Association Dues.

Who is Fision^x By Hotwire Communications?

Hotwire Communications is a pioneering leader in fiber optic technology and has been providing cutting edge fiber-based telecommunication services since 2002.

Fision^x is a division of Hotwire Communications, bringing included internet services as part of your Homeowners Association Dues to communities in partnership with Lennar.

Headquartered in Fort Lauderdale, Florida, Hotwire Communications' network footprint reaches across Florida, Georgia, Texas, Nevada, Arizona, South Carolina, North Carolina, Pennsylvania, and California. Hotwire has been at the forefront of the Gigabit Internet revolution, delivering Gigabit speeds with Fision^x communities, having up to 10 Gigabit speeds.

We offer a full suite of services such as multi-gigabit internet, crystal clear voice, HD and 4K capable IPTV, home security, and automation products custom-tailored to a wide variety of customers, with Fision as our product branding name.



What is Fision^x by Hotwire Providing?

Fision^x by Hotwire is excited to be your Community's provider for your home entertainment and telecommunication needs for High-Speed Internet, TV/ Streaming, and Digital Voice Home Phone services.



Before closing on your new home, Fision^x will connect your home with 100% fiber optic technology and will have Fision Internet service connected and ready!



The fastest, industry leading speeds - Fision^x Fiber Internet service 1200Mbps/ 1200Mbps (1.2 Gigs!)



Same download and upload speeds (symmetrical)



Unlimited Usage - no data caps!



One advanced WiFi router

Note: To start using your WiFi instantly, you will need to call us to connect to your included WiFi. See page 4 for more info.

Why is this different with Lennar Homes?

- You don't have to go searching for a provider
- Your internet service is already wired **and connected**
- You are getting Gig speeds at a huge discount

What are the Benefits?

- Much lower monthly pricing – **over 50% off retail (\$43.99) and billed through the Community HOA**
- Future proofed connectivity options with consistent technology updates
- Dedicated Community Fision^x Team
- Dedicated local support and installation
- Media panel installed with CAT6 wiring for services

Other Products & Services

Additional products and services are available for upgrade and will be directly billed to you:

- Services available for subscription: Fision MaxFi, Fision Voice, Fision TV+, popular channel packages: Sports Pack, En Español pack, International Channels and more!
- Promotional offers available include*:
 - First 6 months free of Fision MaxFi
 - First year free Digital Voice home phone service
 - Plus, other TV and Internet bundle offers



*Fision MaxFi promotional offer is free for 6 months, \$9.99/ mo. for 6 months, \$14.99/ mo. for 12 months, and \$19.99/ mo. thereafter. Fision Voice promotional offer is free for first 12 mo., \$14.99/mo. for next 12 months., \$19.99/mo. thereafter. Other terms may apply.

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What is the Process?

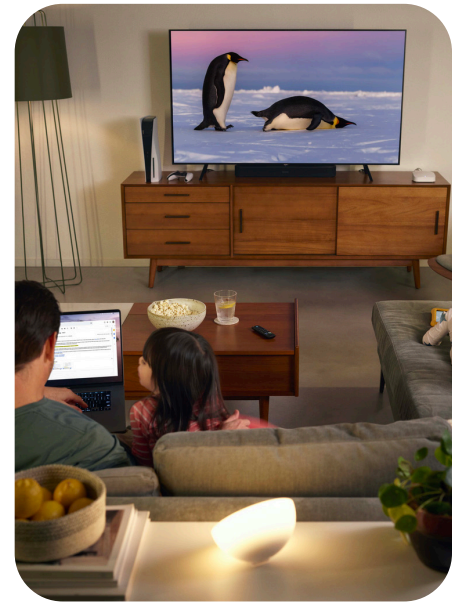
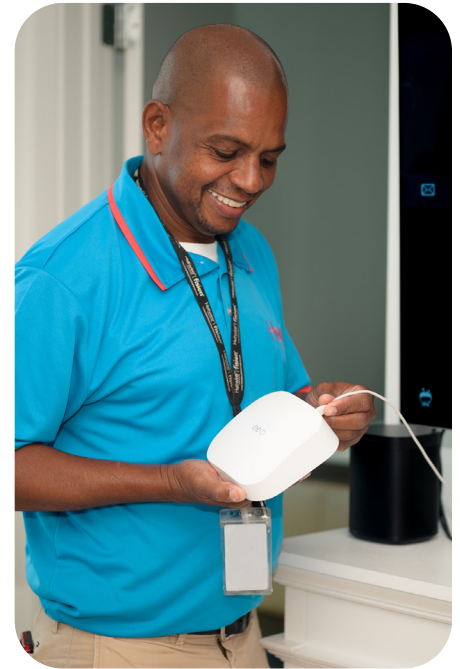
Your dedicated Fision^x Team will work closely with the Lennar construction teams and oversee the Hotwire build out process.

Ahead of your closing, your Internet service will be installed in the media panel of your home, and activated with a temporary WiFi network and password.

- **Upon closing of your new home, call us at 833.354.2289 to connect to your included WiFi.**
- Our customer service representative will guide you through accessing your personal WiFi network name and password.

To make sure you are getting the most of all your Fision services, we also recommend you schedule a follow-up consultation with your dedicated Fision^x Team.

At this appointment, we will assess your wall-to-wall WiFi coverage needs, assist you with any additional product and service needs, and answer any questions that you may have.



**We are honored to be part of your journey, and
look forward to serving you!**
Upon Closing, Call Us to Connect to Your Included WiFi
833.354.2289

Frequently Asked Questions

Who is Fision^x Hotwire Communications?

Fision^x is a division of Hotwire Communications, bringing included fiber optic internet services to your community in partnership with your Home Builder.

What is fiber optics?

Fision Fiber-Optic Internet offers a true Fiber-To-The-Home (FTTH) internet connection. With FTTH, fiber-optic cables are directly connected to each household, providing several advantages: Higher speeds reaching up to 10 Gbps; greater reliability; greater future-proofing capabilities, and a more consistent user experience.

What am I getting? When will it be ready?

Before closing on your new home, Fision^x will wire your home with 100% fiber optic technology and will have Fision Internet service connected and ready! No data caps, one advanced WiFi router and much lower monthly pricing – over 50% off retail and billed through the Community HOA.

Do I already have a WiFi router? Where is it installed?

Yes, an advanced WiFi router gets installed in the media panel of your home and is activated with a temporary WiFi network and password, until you call us to connect to your WiFi.

How do I get access to my WiFi? Where do I get my WiFi username and password?

Just call us upon the closing of your home at 833.354.2289, to connect to your WiFi, set-up your Hotwire account, and complete the activation of your WiFi instantly. Our customer service representative will guide you through accessing your personal WiFi network name and password.

What is the benefit of an in-home consultation?

To make sure you're getting the most out of your service. We will help you assess your home for wall-to-wall coverage WiFi needs, install additional product and services you request, and answer any questions you have.

Who do I contact for help after I'm connected?

Our Fision^x team is here for you 24 X 7. Just call us at 833.354.2289.

What should I do if I need my own smart devices connected or need additional connections (ports).

Call us at 833.354.2289 to schedule a consultation. Our Fision^x team will come out, assess what is needed and assist you.

Where can I find more information on Products & Services?

Check out gethotwired.com. Make sure to set-up your account online to access it. Don't have an account set-up. Just click on "Sign Up" and it will walk you through the set-up.